CLAIMS

I claim:

1. A method of producing a behavioral training tool, the method comprising:

making a recording of an interaction between a first person and an entity, the recording including information from the first person and the entity;

generating at least one evaluation of the interaction, the evaluation being synchronized to the recorded interaction; and

combining the recording and the at least one evaluation to produce a product.

2. The method of claim 1, wherein the recording includes audio and video information.

3. The method of claim 1, wherein the entity is a second person.

4. The method of claim 1, wherein the evaluation is generated concurrently with the interaction.

5. The method of claim 1, wherein the evaluation is generated subsequent to the interaction.

6. The method of claim 1, wherein the evaluation is continuous.

7. The method of claim 1, wherein the evaluation is directed to discrete portions of the interaction.

8. The method of claim 1, wherein the product comprises a computer readable medium.

9. The method of claim 1, wherein the evaluation is an expert evaluation.

10. The method of claim 1, wherein the evaluation is a participant evaluation.

11. A method of producing a behavioral training tool, the method comprising:

making a recording of an interaction between a first person and a second person, the recording including information from the first person and the second person and further including audio and video information;

generating, subsequent to the interaction, at least one evaluation of the first person and the second person, the evaluation being synchronized to the recorded interaction;

editing the recording to include only at least one discrete portion based on content and based on the evaluation; and

combining the at least one discrete portion of the recording and the at least one evaluation to produce a computer readable medium.

12. A method of behavioral training using a multimedia training tool that includes a recorded interaction and an evaluation of the interaction, the method comprising:

selecting continuous or discrete interaction quality changes to be used to assess a user;

selecting a perspective of the recorded interaction for the user to observe;

starting the multimedia training tool for observation by the user; and

receiving an input from the user, the input representing the user's estimate of at least one quality of the recorded interaction.

13. The method of claim 12, further comprising selecting between video only or full audio and video for the user to observe.

14. The method of claim 12, further comprising selecting between audio only or full audio and video for the user to observe.

15. The method of claim 12, wherein the evaluation of the interaction is an expert evaluation.

16. The method of claim 12, wherein the evaluation of the interaction is a participant evaluation.

17. The method of claim 12, wherein the behavioral training comprises teaching the user by providing feedback to the user based on a comparison of the user input and the evaluation of the interaction.

18. The method of claim 12, wherein the user input represents the user's estimate of singular, pivotal changes in at least one quality of the interaction.

19. The method of claim 12, wherein the user input represents a continuously variable estimate of at least one quality of the interaction.

20. The method of claim 17, wherein the feedback comprises sound.

21. The method of claim 17, wherein the feedback comprises visual feedback.

22. The method of claim 17, wherein the feedback is provided continuously.

23. The method of claim 17, wherein the feedback is provided after all user input is received.

24. The method of claim 23, further comprising:

recording the user input into the multimedia tool; and

operating the multimedia tool to allow the user to synchronously observe the recorded interaction, the user's estimate of the at least one quality of the recorded interaction, and the evaluation of the interaction.

25. The method of claim 12, wherein the behavioral training comprises an aggregate assessment of the user's estimate of at least one quality of a plurality of recorded interactions.

26. The method of claim 12, wherein the user is a plurality of users, the method further comprising:

receiving input from the plurality of users, the input representing the users' estimates of at least one quality of the recorded interaction; and

providing, to a participant in the interaction, feedback based on the users' input.

27. A system for behavioral training comprising:

a processor;

a memory;

a recorded interaction stored in the memory;

an evaluation of the recorded interaction stored in the memory, the evaluation being synchronized to the recorded interaction; and

a set of machine instructions stored in the memory, the instructions being executable by the processor to:

play back the recorded interaction; and

receive an input from the user, the input representing the user's estimate of at least one quality of the recorded interaction.

28. The system of claim 27, wherein the instructions are further executable to receive an input to select continuous or discrete interaction quality changes to be used to assess the user.

29. The system of claim 27, wherein the instructions are further executable to receive an input to cause the selection of a perspective of the recorded interaction for the user to observe.

30. The system of claim 27, wherein the instructions are further executable to receive an input to select between video only, audio only, or full audio and video playback for the user to observe.

31. The system of claim 27, wherein the instructions are further executable to provide feedback to the user based on a comparison of the user input to the evaluation of the interaction.

32. The system of claim 31, wherein the instructions are further executable to:

combine the recorded interaction, the evaluation of the interaction, and the user input; and

simultaneously provide the recorded interaction, the evaluation, and the user's estimate of the at least one quality of the recorded interaction for the user's observation after all the user's input is received.

33. The system of claim 27, wherein the behavioral training comprises an aggregate assessment of the user's estimate of at least one quality of a plurality of recorded interactions.

34. The system of claim 27, wherein the behavioral training comprises teaching the user by providing feedback to the user based on a comparison of the user input and the evaluation of the interaction.